

# 3

## To provide information, corporate and facility management services.

To achieve this objective, Parliamentary Service resources have been allocated to:

- provide quality administrative support services
- provide fit for purpose Parliamentary accommodation
- connect people, processes and technology, and
- maintain a professional and progressive Parliamentary Service.

These resources and services are primarily delivered through the:

- Information Services Division
- Corporate and Electorate Services Division, and
- Property and Facility Services Division.

The key performance indicators for Objective 3 relate to the extent to which the quantity, quality, timeliness and cost of specified services provided by each of the relevant service areas meet the agreed standards and targets. The methods of measurement include client surveys, benchmarking, and internal self-assessment through information management systems and external assessment through audit reports.

Key performance indicators for Objective 3 are set out in the table on page 29.

## Objective 3 is supported by the following Service Areas:

### Information Services Division

#### Information Technology Services

Information Technology Services is responsible for:

- provision, management and maintenance of desktop, network and telephony services (including the technology infrastructure) to support the operation of the Parliamentary Service, electorate offices, and the Legislative Assembly
- investigating, assessing and, when appropriate, implementing new or emerging technologies to ensure information technology systems remain effective, and
- providing support and advice to Members of Parliament and Parliamentary Service staff on information technology systems and services.

#### Records Management

The Records Management area leads the implementation of best practice records management, ensuring the systematic identification, capture, management and retention of the Parliamentary Service's documents and records in an accessible and useable format for as long as they are required to meet operational, accountability, legislative and cultural requirements.

This area supports best practice records management by providing:

- expert advice on the application of recordkeeping best practice across the Parliamentary Service
- management and maintenance of recordkeeping controls, tools, policies, procedures and guidelines
- administration and support for the Electronic Document and Recordkeeping System (eDRMS), and
- training for recordkeeping and the eDRMS.

### Property and Facility Services Division

#### Property and Facility Services Division

Property and Facility Services is responsible for the management of facilities, construction projects and maintenance of the Parliamentary precinct together with the coordination of electorate office accommodation for Members. Property Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the parliamentary precinct and also in 97 electorate offices across the state.

#### Security and Attendant Services

Security and Attendant Services is responsible for the provision of 24/7 manned security and access control. Other services includes:

- coordination of emergency response
- building announcements
- Parliamentary chamber services
- building reception services (including mail distribution and switchboard)
- first aid services
- school, public and group tours
- breakdown and maintenance reporting
- gift shop sales
- lost property
- dry cleaning
- car parking, and
- key management.

#### Catering Services

Catering Services provides a range of dining, meeting room and event spaces throughout the parliamentary precinct for Members, guests, and clients. Catering Services also provides a range of gift and souvenir products available for purchase from the Gift Shop.

## Maintaining a professional and progressive Parliamentary Service

The Parliamentary Service is committed to developing and improving the services it delivers. It is also committed to upholding its corporate values of independence and integrity, innovation and diversity, and commitment and respect.

Objective 3 includes recognition of the importance of all Parliamentary Service staff and of engaging with, and investing in the development of those staff, both individually and collectively. The Executive Management Group has established a range of key strategies and initiatives designed to support the achievement of this goal through, for example:

- sound communication
- performance planning and review
- training and professional development
- equal opportunity and support systems for staff, and
- job satisfaction.

## Communication strategies

### Consultative Committee

Meetings between management and unions are conducted via the Parliamentary Service Local Consultative Committee (LCC), established under the relevant enterprise bargaining agreement.

The Parliamentary Service is now covered by the *State Government Entities Certified Agreement 2019* (the Core Agreement) and has a consultative committee established under that Agreement.

Union consultation was undertaken during the year in relation to an enterprise bargaining agreement for Electorate Office staff.

The LCC has negotiated most of the content that will be included in the enterprise bargaining agreement. The agreement will be finalised early in 2020-21 following finalisation of the Core Public Sector Agreement.

### Intranet

The Parliamentary Service Intranet contains information relevant to Members of Parliament, as well as, Parliamentary Service staff. All corporate policies and forms are provided, as well as information about and contact details for all service areas.

A 'Notice Board' gives advice of events in which the Parliament is involved in the coming weeks. 'Parliamentary Events' advises of functions and activities currently taking place in the parliamentary precinct. A calendar advises of functions and activities booked to take place in the coming months.

## Workforce management

The Parliamentary Service monitors its recruitment and selection activities and a variety of key indicators to ensure the service attracts quality applicants. The Parliamentary Service generally attracts significant numbers of applicants for positions that are advertised, and processes vacancies in a timely manner.

Performance management is undertaken for the majority of staff within the Service to ensure individual performance is regularly monitored.

The Parliamentary Service's induction program is available for all staff including staff located in Members' electorate offices. For staff located within the parliamentary precinct, the induction program is a two stage process with individual inductions conducted within 24 hours of staff commencing work and a one day induction program held within four months of staff commencing. Induction processes for electorate office staff are primarily conducted electronically with the aim being to complete the induction process within two working days of the officer commencing employment.

The Parliamentary Service promotes work life balance for staff through a variety of initiatives including:

- a system of variable working hours to assist staff to manage their working time
- work from home arrangements
- purchased leave arrangements
- flexibility with rostered days off, part-time employment, job sharing arrangements, and casual employment where it is suitable.

## Training and professional development

The Parliamentary Service considers training and professional development a high corporate priority and manages this centrally via the Executive Management Group in order to:

- ensure training is aligned to corporate goals and objectives, and
- maximise value for money spent on training and professional development across the organisation.

A Training and Development Plan for the Parliamentary Service is developed each year to address the training needs of all staff. Corporate training activities are also addressed through the plan each year. Some of the training undertaken in 2019-20 in accordance with the training and development plan included:

- a customised Mental Health and Resilience Training pilot program developed for electorate staff
- technical computer software training including Microsoft Excel, Power BI, Office 365 and Teams
- technical research and infographics skills, and
- leadership and management skills.

Due to COVID-19 restrictions, a number of other planned training and professional development activities were cancelled or deferred.

# Opportunity and Support Systems

## Equal Employment Opportunity

Recruitment and selection at the Parliamentary Service is based on fairness, equity, open competition and selection on merit. The Recruitment and Selection Guidelines of the Parliamentary Service

ensure that:

- the best person is selected for the job
- the principles of equity and merit are applied
- recruiting strategies are used to attract a wide applicant pool
- all applicants are provided with standardised information
- all applicants are assessed against the selection criteria
- selection techniques are used fairly
- all applicants are entitled to post selection feedback, and
- all information gathered is confidential.

New employees voluntarily answer a number of questions about their status in relation to three specific equal employment opportunity target groups. Data collected is maintained in the HR information System and reviewed periodically.

## Employee Assistance Program

The Parliamentary Service maintains an Employee Assistance Service (EAS) for Parliamentary Service staff. The EAS has been established to promote the wellbeing of staff and to assist those who may be experiencing personal or work-related problems which are affecting their health, work performance or general wellbeing. It is a voluntary and confidential professional counselling service. The EAS may also act as a support service for staff who may be affected by organisational or technological changes.

## *Public Sector Ethics Act 1994*

The Code of Conduct guides staff when dealing with situations that may arise during the course of their duties, particularly those situations that may have an ethical dimension. The Code is important given that the Parliamentary Service provides support to the Parliament, the body to which all other public entities in Queensland are ultimately accountable. The Code was developed in accordance with the *Public Sector Ethics Act 1994*.

Training in relation to the Code and the *Public Sector Ethics Act 1994* was undertaken for staff located at Parliament House in February and March 2020.

## Staff recognition

In 2019-20, 24 staff were issued with badges in recognition of their length of service. These staff are listed below.

10 year service	15 year service	20 year service	30 year service
Kelli Longworth	Margaret Telford	Lynda Pretty	Angie Jones
Annemarie Groth	Michelle Dippelsman	Stephen Finnimore	Paul Boreland
Gail Easton	Allan Nelson	Zac Dadic	Stephen Brook
Michelle Yoon	Kylie Sareen	Giacinta Pollicina	
Noelene Ferricks	Melissa Cook	Carolyn Heffernan	
Patricia Griffin	Julie Lawrie		
Paula Harberger			
Nicole Heslin			
Avalon McKellar			
Catherine Lovern			

### Meritorious service

In 2019-20, seven staff were issued with badges in recognition of meritorious service beyond normal duty for initiative or noteworthy involvement in (a) special projects, (b) events, or (c) ongoing programs that contribute to the functions and services of the Parliamentary Service or the morale or welfare of staff.

These staff and their service award details are:

Name	Service Area	Reason for Badge
Amie Becker	Financial and Administrative Services	For leadership and expertise in the delivery of an ongoing and rolling project to review Business Processes across all service areas.
Angilee Jones	Security and Attendant Services	For excellence in leadership provided to Parliamentary Attendants.
Scott Andrews	Catering Services	For excellence in leadership within the catering kitchen team and his work with apprentice and contract chefs.
Karl Holden	Committee Office	For Project Management for the Regional Sitting of Parliament in Cairns in September 2019.
Margaret Telford	Committee Office	For managing the project to procure and install upgraded video conferencing for the precinct.
Karen Stokes	Parliamentary Library	For undertaking diligent and thorough research to identify the former Queensland Members of Parliament who saw active service in the Second World War, as part of Parliament ReMembers initiative to complete the War Service Honour board.
Jason Freeman	IT Services	For professional expertise and diligence which contributed to the successful implementation of the new EO Technology Model. In particular, for migrating EO and Member mailboxes after hours, writing scripts and expert troubleshooting.

### The Speaker's Award and Clerk's Award

The Speaker's Award and Clerk's Award were introduced in 2008 to acknowledge staff excellence. For 2019, the recipients of these awards were:

Clerk's Award	Andrew McCrea	For creating a standard of excellence in the provision of food in the parliamentary precinct.
Speaker's Award	Amanda Honeyman	For her exemplary work in organising the 2019 Presiding Officers and Clerks' Conference.

## 2019-20 Staff information

Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	22
<b>Permanent Retention Rate<sup>1</sup></b>	
Parliamentary precinct staff	89.5%
Electorate office staff	91.42%
<b>Permanent Separation Rate<sup>2</sup></b>	
Parliamentary precinct staff	10.5
Electorate office staff	18.58
<b>Sick Leave Average Number of Days per Officer</b>	
Parliamentary precinct staff	14.6
Electorate office staff	7.2

<sup>1</sup>Permanent employees still employed for the period 1 July 2019 to 30 June 2020.

<sup>2</sup>Permanent employees who separated during the period 1 July 2019 to 30 June 2020.

Percentage of staff by area	FTE Staff	%
Information Services	44.8	10.87%
Property and Facility Services	74.18	17.99%
Assembly and Committee Services	66.12	16.04%
Corporate and Electorate Services	25.68	6.23%
Electorate Office Staff	201.5	48.87%

2019-20 Staffing by employment classification and gender table				
	Number of Staff	Male	Female	% Female
Managerial	30	16	14	46.67%
Professional	23	3	20	86.96%
Clerical	106	30	76	71.70%
Operational	61	38	23	37.70%
Technical	1	0	1	100.00%
Electorate	239	63	176	73.64%
<b>Total</b>	<b>460</b>	<b>150</b>	<b>310</b>	<b>67.39%</b>

### Other information

#### Early retirement, redundancy and retrenchment

During the period, no early retirement, redundancy or retrenchment packages were processed.

## Major initiatives

Key Projects	Overview	Status
COVID-19 Virtual Parliament	Under the Clerk's direction, a team of staff prepared for a possible virtual sitting of the Queensland Parliament in May 2020. A secure technical solution was developed and tested, and a number of Members were trained in its use. In effect, the Virtual Parliament solution created a standby chamber to enable the Legislative Assembly to operate remotely if required during an extended pandemic period.	Complete
Implementation of a Security Incident Event Management system (SIEM) at the Parliamentary Service	Implemented a central SIEM platform to improve the detection and response to any malicious online behaviours and anomalies within the organisation's technology environment, and strengthen the organisation's cyber security posture.	Complete
Improved controls for the management of risks to PS infrastructure and information assets from third party access	Third Party Access Policy and Third Party Access Register were developed and approved.	Completed
Members Annexe accommodation AC replacement (levels 9 to 22)	The air conditioning systems installed in the Members' Annexe accommodation date back to the original construction around 1978, with only minor modifications made to the systems since that time. With increasing reliability and safety issues it was agreed to replace the systems with new energy efficient units. The new units were installed over a four month period and on budget.	Complete
Charity food production	With the forced closure of catering events due to the COVID-19 pandemic, the catering service took the opportunity to redistribute staff resources to assist with food production for charity organisations.	Ongoing
Electorate Office Technology Model (EOTM)	Completed the transition of all 97 electorate offices to the new technology model which includes Office365, greater internet bandwidths and increased security.	Complete

## Key Performance Indicators

Measures	2019–20 Target	2019–20 Actual
Percentage of service desk calls resolved within two hours of reporting	>70%	80.35%
Percentage of planned Capital Works projects completed	75%	80%
Number of precinct visitors processed through security scanning procedures <sup>1</sup>	75,000	69,078
Total number of guests	30,000	39,152

1. The variance between 2019-20 Targets and 2019-20 Actuals result can be attributed to the suspension of general public access to the parliamentary precinct (including public and school tours, and catered events) between March and June 2020 in response to the COVID-19 pandemic.

## Looking ahead

Initiatives in 2020–21 will include:

- Upgrade the wireless infrastructure at the Parliamentary precinct
- Develop a framework for early disposal of digitised source records (for example scanned invoices) including quality assurance and updates to retention and disposal schedules
- Deliver revised maintenance strategy to improve asset maintenance and reduce current costs, and
- Rebuilding event trade in a COVID-Safe environment.